

**Rhode Island Department
of Human Services**

***NONDISCRIMINATION
NOTICE***

DHS does not discriminate against any person on the basis of race, color, national origin, disability, political beliefs, sexual orientation, age, religion or sex in acceptance for or provision of services, employment or treatment in its educational and other programs and activities.

For further information about this policy, contact:
The Community Relations
Liaison Officer at (401) 462-2130
or TDD (hearing impaired)
at (401) 462-6239.



Revised 2/2001

The Office of Customer Relations
may be reached directly...

By calling:



Stephen Brunero
(401) 421-7005 ext. 354
(401) 222-3583 Fax
(401) 421-7016 TDD
(401) 272-8090 Spanish

By E-mail:

steveb@ors.state.ri.us



Or by writing to the
following address:

Office of Rehabilitation Services
Office of Customer Relations
40 Fountain Street
Providence, RI 02903

Homepage: www.ors.state.ri.us

Rhode Island
Department of Human Services

**Office of
Rehabilitation
Services**

**Office of
Customer
Relations**



Mission of ORS

To empower individuals with disabilities to choose, prepare for, obtain and maintain employment, economic self-sufficiency, independence and integration into society.

Office of Customer Relations

The **Office of Customer Relations** is committed to quality services for all customers of the Office of Rehabilitation Services. Due to the complex nature of the rehabilitation process, customers sometimes become frustrated or experience delays in service delivery even with our best efforts.

The **Office of Customer Relations** provides prompt and friendly assistance to customers in order to quickly resolve issues that interfere with progress toward your employment goals. We will be a liaison between you and the ORS Representative(s) with whom you have disagreement.



The role of the Office of Customer Relations is to:

- ♦ Listen to and explore customer concerns and issues
- ♦ Facilitate communications



- ♦ Offer suggestions
- ♦ Clarify policy and process
- ♦ Provide support and intervention as needed

The Office of Customer Relations is available between 8:30 a.m. and 4:00 p.m. --- Monday through Friday.



A meeting with the **Office of Customer Relations** does not eliminate your right to Due Process. You may request Mediation and/or Impartial Hearing if you disagree with an ORS decision.

The **Office of Customer Relations** is available to you whether you decide to request Mediation or an Impartial Hearing.